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Help to improve your  
**digital skills**

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## Improve your digital skills

We understand the importance of using digital skills in everyday life and the benefits of being connected to the internet. According to Doteveryone, there are 12.6 million adults in the UK who lack basic digital skills. If you require digital support, there are many options available for you:

### Digital support

You can speak to a member of Rosebery staff if you would like to learn more about digital skills. We regularly run workshops for residents and host special digital learning events throughout the year. If you wish to find out more about how we can help, please email [customerexperience@rosebery.org.uk](mailto:customerexperience@rosebery.org.uk), speak to us via **Live Chat** or call us on 01372 814 000.

### Digital Buddy Service

Surrey County Council libraries offer a Digital Buddy service, which offers one-to-one digital support and computer classes at your local library.

- **Epsom library Digital Buddy** services every Wednesday between 2pm and 4pm.
- **Ewell library Digital Buddy** services every Friday between 10am and 1pm.

To find out when a Digital Buddy is available at your library, please visit the Surrey County Council library website at [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

### Free learning sites

*Learn My Way* and *Barclays Digital Wings* provide the opportunity for people to learn more about digital technology, computers, smartphones/tablets and how to use online services, such as using social media, online shopping and cyber safety. They are suitable for those who have never used a computer or mobile before, as well as those who have a basic digital skill level and want to learn more.

Sign up for a free Learn My Way account by visiting [www.learnmyway.com/](http://www.learnmyway.com/) or register for Barclays Digital Wings at <https://digital.wings.uk.barclays/>

### Free training courses

The Workers' Educational Association (WEA) often holds various training courses to help you build new skills. Many of these courses teach basic or advanced computer skills. Rosebery will advertise local WEA computer courses when they are available in the area.



## Introducing our new Digital Officer Ruby Haynes

We are pleased to introduce you to our new Digital Officer Ruby Haynes, who joined us in January this year. In her new role, Ruby will be focusing on drafting content for our monthly resident e-newsletters and developing our website and the Rosebery app. She will also be organising digital inclusion events and providing support to residents who would like to improve their digital skills.

**If you'd like some assistance in learning how to use the internet, please get in touch with Ruby:**  
**[Ruby.haynes@rosebery.org.uk](mailto:Ruby.haynes@rosebery.org.uk)**  
**01372 814 000**





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## Explore your potential

Supporting people into employment, training and volunteering opportunities is an important part of working within the local community.

We are working alongside the ETHOS Project, the Best of Epsom and Ewell, What'sOn In Epsom and Epsom & Ewell Borough Council to bring people in need of work or training face-to-face with local employers.

The Epsom & Ewell Employment Fair, which is a free event, will be held on Friday 18 May 2018 at Epsom Methodist Church, from 11am to 3pm. The details are:

### Epsom and Ewell Employment Fair

Location: Epsom Methodist Church,  
Ashley Road, Epsom KT18 5AQ

Date: Friday 18 May 2018  
Time: 11am – 3pm

For further information please contact  
ETHOS on 07904 908 871

For more information please visit  
[www.rosebery.org.uk/employment-fair](http://www.rosebery.org.uk/employment-fair)



## EMPLOYMENT SUPPORT

### Ongoing job support

We provide ongoing support to help residents into employment or training.

This includes:

- A weekly Job Hub run by the ETHOS Project
- One-to-one employment advice with an ETHOS Advisor
- Free training courses
- Funding of up to £1,000 towards training (such as college course fees, course materials/equipment)

The **ETHOS weekly Job Hub** for Rosebery residents takes place **every Friday from 12pm to 2pm** at the Epsom Methodist Church on Ashley Road (laptops and internet access are provided). An advisor also holds one-to-one appointments at the Epsom Council building. Support provided includes:

- Help with drafting a CV
- Assistance with writing covering letters to employers
- Support with job searches and applications
- Practise runs for interview questions
- Help with searches and applications for training courses



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## Universal Credit – how does it affect you?

The Government started rolling out Universal Credit (UC) in Surrey two years ago. It replaced the following means tested benefits:

- Income-based jobseeker's allowance
- Income-related employment and support allowance
- Income support
- Child tax credits
- Working tax credits
- Housing benefit
- UC is one single payment and the money is paid directly to you. So, for example, your housing benefit is no longer paid to us and you now have to make arrangements to pay your rent to us.
- The Government's aim was to move everyone to UC by the end of 2017, so all claimants should now be receiving this one monthly payment into their bank account.
- If you have recently made your first UC claim, it can take at least six weeks to process and for the first payment to be made to you.

### Your first claim: how to prepare

- Your tenancy agreement states you should pay your rent in advance. UC is paid monthly, so it's advisable to get your rent account paid a month in advance. Direct debit is the easiest way to pay your rent. To find out more, visit our website [www.rosebery.org.uk/my-home/my-rent](http://www.rosebery.org.uk/my-home/my-rent)
- As UC will be paid into a bank account or Credit Union account, you must have one available. Most banks offer a free basic account or you can open an account with Boom Credit Union.
- You will be expected to apply for UC online via the internet and manage your claim through an online account. If you're not confident with a computer or with completing online forms then we are happy to support you.
- Other services offering free training include the Workers' Educational Association.
- Organise a monthly budget to keep track of your finances. Organisations such as the Citizens Advice Bureau, Parashoot, Christians Against Poverty and The Money Advice Service can support you with budgeting.

**UC** *Universal Credit*

## MONEY ADVICE

### How to apply for an advanced payment

A universal credit advance is an interest-free loan from the Department for Work and Pensions (DWP). Claimants of UC can apply for an advance if they start to struggle financially while waiting for UC payments to start or increase. For example, if a person can't afford to buy food or pay their rent. You can ask for an advance when you:

- apply for UC
- report a change in circumstances that will increase your UC payment
- are waiting for UC payments to start or increase

If you're given an advance it's usually paid into your bank account within five days. You repay it through deductions from future UC payments over 12 months. The first deduction is usually made on the day you

get your first payment. Contact the UC helpline to ask for an advance. The number to call depends on whether you manage your claim by phone (known as 'live service') or online (known as 'full service').

**Call 0800 328 9344**  
if you manage your UC claim by phone  
**Call 0800 328 5644**  
if you manage your UC claim online

The helpline adviser will ask you to explain why you need the advance and the decision is usually made the day that you contact them. The maximum advance you can receive is 100% of your estimated monthly UC payment. The helpline adviser will tell you:

- how much they can offer
- monthly repayment amounts

### Our Tenancy Sustainment Service

We have two Tenancy Sustainment Officers who provide a range of support services free of charge to our residents. This includes:

- Support with claiming UC and extra benefits
- Help with the benefits cap
- Bedroom tax advice
- Support with money management
- Information on training or job opportunities



If you would like to arrange a one-to-one appointment, please email [tso@rosebery.org.uk](mailto:tso@rosebery.org.uk)



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# Future paths... You can make a big difference!

**Your voice is important to us, so please let us know how you think we are doing and what we can do to make things better.**

## Our Board

Our Board members want to hear your views on how we are doing and how we can improve our services, so please make sure your voice is heard. You can make a real difference and there are so many ways that you can get in touch.

- **Virtual Scrutiny Panel** – a group of residents who look into a range of issues and the quality of our services and feed back to our Board
- **Satisfaction surveys** – run by an independent company to look at the services we provide
- **Mystery shopping** – residents who make unannounced calls to test our responses
- **Online consultation** – a way for people to test new policies, procedures and information we provide to our residents
- **Estate champions** – key residents who help monitor and feed back to us on the performance of contractors on our estates
- **Live web chat** – a digital channel for you to discuss any issues with us via our website
- **Daily correspondence** – raise any issues by email, letter or phone call
- **Social media** – you can tell us what you think via Facebook and Twitter
- **Digital newsletter** – a way for us to feed back to you on issues you have raised

We want to make it easy for you to have your say on the important issues that affect you, so we have set up a Virtual Scrutiny Panel as one of the ways you can communicate with our Board, with an emphasis on digital communication.

You might like to join the panel or put forward your suggestions via the panel members – so if you'd like to be involved, please get in touch. Members of the panel may also be able to attend Board meetings and contribute to the discussions.

If you're feeling at all nervous about any of this – please don't be! We're here to help, we want you to have the confidence to take this step and we will support you if you want to get involved. We are also providing training if you would like to improve your digital skills, using computers and the internet, email, social media and other digital ways to have your say. So if you would like to get involved please contact our Customer Experience Team.

## You said... we did

We act on what you tell us. For example, some residents said they were unhappy with the repairs service from our contractor. So we launched our in-house repairs service, which has seen a huge rise in customer satisfaction.

# GETTING INVOLVED

## Complaints

We need to know if our services fall short so that we can take steps to improve them. Monitoring complaints is a valuable way for us to identify any areas for improvement. If you wish to make a complaint you can do so either by email, live web chat, phone or a face-to-face appointment with a member of our staff.

## Compliments

It's always good to know when we get things right, so let us have any positive feedback too.

We are still recruiting for our new Virtual Scrutiny Panel. Please let us know if you'd like to get involved in this or any of our other opportunities by contacting our Customer Experience Team:



**Live chat** via our website



Complete an online form via our website by visiting [www.rosebery.org.uk](http://www.rosebery.org.uk)



Email [customerexperience@rosebery.org.uk](mailto:customerexperience@rosebery.org.uk)



Freephone **0800 068 7664**







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## Our new Virtual Scrutiny Panel

In November 2017 we advertised for a group of residents to apply to join our new Virtual Scrutiny Panel. The format of this new panel is a shift away from our traditional approach of attending meetings, as we move towards making better use of online channels.

We believe this will allow us to use our digital resources more effectively to reach out to a wider range of residents to get involved in the panel. We received a positive response to our advert, which was published on our website. Seven applicants were shortlisted to join the panel.

### What will the Virtual Scrutiny Panel do?

The panel will play an important role in helping us to deliver continuous service improvements to our residents, within areas including repairs, anti-social behaviour and complaints. They will investigate how well these services are being delivered to you and then make recommendations for how we can improve them.

### An update

After recruiting members to the panel, we held two induction workshops to discuss their roles and responsibilities, as well as assess what training and IT equipment they require to effectively carry out their roles online. Further meetings are planned, where we will agree the processes that will be used to undertake scrutiny investigations. The panel will also be putting together an annual programme which will list the planned investigations for the year. Once this has been agreed we will publish it on our website.

If you'd like to learn more about the **Virtual Scrutiny Panel** or want to find out how you can get involved, please email the Customer Experience Team at [customerexperience@rosebery.org.uk](mailto:customerexperience@rosebery.org.uk)







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## Keeping you safe

As your landlord, the law requires us to inspect all of the gas appliances and pipework in your property every year to check they are safe for you to use.



We will contact you to arrange a gas safety inspection and you need to let us into your home to carry this out. If you find that the date is not convenient, please call our gas contractor, T Brown. The engineer will leave a calling card through your door if you are not home during a scheduled appointment and then they'll contact you again to make another appointment. However, if this is not suitable, please call them to rearrange it.

If you do not let us in then you will be in breach of your tenancy agreement. As a result, we may need to take legal action. Any legal costs that we pay to help us access your home will be charged to you. To avoid this happening, book in your gas safety check by calling T Brown on **0800 093 9447** or **020 8786 1241** (from a mobile).

## Apology on behalf of our gas contractor

In November last year, our gas contractor T Brown informed us that they had experienced a system failure, which meant that logged details of all gas repairs and services were lost for two weeks. This had a negative impact on all outstanding repairs and the availability for new repairs. As a result of residents being left without heating or hot water for longer periods of time, we received an increase in calls and complaints.

Understanding their frustration, we assisted our residents at this time and T Brown advised that they had added 20 extra phone lines just before the Christmas period to allow more residents to speak to an advisor. Since the incident, we have also met with management at T Brown to raise all of our concerns and have been assured this will not happen again. We would like to thank all residents who were affected for their patience.



## ENERGY AND SUSTAINABILITY



## SAVING ENERGY IN YOUR HOMES

The importance of supporting you to save energy is a high priority for us. Saving energy means saving money on utility bills – as well as helping the environment at the same time. We have produced a new Sustainability Report, which features information such as how many homes have been installed with renewable energy equipment.

### Highlights include:

- 136 of our general needs homes have been provided with renewable energy equipment for heating and hot water services
- All common area bin stores include recycling facilities
- We give residents low energy lamps at all new tenancy sign ups
- All new build properties feature bike sheds to promote sustainable transport



**136** PROPERTIES

WITH RENEWABLE  
ENERGY FOR  
HEATING AND  
HOT WATER



RECYCLING  
FACILITIES

BIKE SHEDS  
PROVIDED





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## Maintaining your home to a good standard

If you decide to move out of your home, perhaps in a mutual exchange or transfer, we expect you to leave it in a presentable condition. We have photos of each home before a new resident moves in so we can compare the 'before and after' standard. This is explained in your tenancy agreement. The main problems we find are residents leaving items in the home and not cleaning the property.

You must make sure that:

- You leave your home clean and tidy – no further cleaning should be needed
- The only repairs required are for wear and tear
- You repair any damage that you or your family have caused
- You return light fittings to basic hanging pendants and leave light bulbs in their original place
- Holes are filled when items such as shelves have been removed
- The decoration is in good condition

Once you are in the process of moving, a pre-void inspection will be carried out with you by our Neighbourhood Officer and Voids Surveyor to discuss how we would like the property to be left. They will visit your home to agree any works that you need to carry out before you leave. If there are repair items that are your responsibility then these will be confirmed during the inspection. If there is a lot of work to carry out on the home then we will visit it again to ensure it is of a good standard.

If you have not put right any items, have not cleared rubbish or have caused damage when you leave, then we will send you an invoice for the cost. During this financial year, the recharges back to residents amounted to over £35,000. If you are unsure about any items, please ask your Neighbourhood Officer for more information.



## Changes to your water charges



From 1 April 2018, we will no longer be collecting water and sewerage charges as part of your rent payment. Instead, your water supplier (Sutton and East Surrey Water and/or Thames Water) will send you a separate bill, and you will pay them directly for this service.

We believe it would be simpler and more transparent for you if your water and sewerage charges are billed to you directly. By paying your water charges to the supplier, you will have more flexibility of payments and choices of tariffs.

Please note this is only for your water and sewerage charges service. To read our FAQs about the proposed changes, please visit our online page at [www.rosebery.org.uk/changes-water-charges](http://www.rosebery.org.uk/changes-water-charges)

If you have any questions about this change, please email our Customer Experience Team at [customerexperience@rosebery.org.uk](mailto:customerexperience@rosebery.org.uk), complete an online form at [www.rosebery.org.uk/contact-us](http://www.rosebery.org.uk/contact-us) or speak to us via live chat on our website.

